

Advanced Principles of Communication

Part 2– Coaching



Course Number: AU 002

Cost Per Person: \$30 Participating Agency, \$188/Non-Participating

Eligibility: Managers & Supervisors

Instructor: PDS

Length: 8:30 am - 4:30 pm

Certificate Series: Leadership Development Certificate

Location: Des Moines, Hoover State Office Building, Level A

Scheduled Sessions:

September 23, 2016

December 16, 2016

March 24, 2017

June 12, 2017

Overview:

This course, designed for all managers and supervisors, focuses on building coaching and communication strategies to better lead employees. Participants will learn the concepts of emotional intelligence and co-active coaching. This highly-interactive class aims to give managers and supervisors practical tools to lead employees through various situations. Recommended for participants who have completed the PDS course, *Advanced Principles of Communication Part 1*.

Objectives:

- Understand the concepts of Emotional Intelligence as a basis for what drives human behavior
- Learn how to control your own behavior to be a better coach to others
- Discuss the five contexts of co-active coaching
- Learn the fundamentals of handling crucial conversations during coaching situations